

DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

Division of Alcohol and Drug Abuse - Residential

Demographics

		Total State Served ^a	Total Survey Returns	CSTAR Women	CSTAR Child/Adolescent	CSTAR General	GTS Adult
SEX	Male	62.9%	65.6%	0%	60.5%	68.8%	83.1%
	Female	37.1%	34.4%	100.0%	39.5%	31.3%	16.9%
RACE	White	69.9%	80.2%	81.5%	78.8%	59.4%	84.5%
	Black	28.6%	15.0%	14.8%	17.6%	26.6%	11.9%
	Hispanic	0.1%	2.4%	1.2%	2.4%	4.7%	2.3%
	Native American	0.4%	1.3%	1.2%	0%	6.3%	0.6%
	Pacific Islander	0.2%	0%	0%	0%	0%	0%
	Other	0.8%	1.1%	1.2%	1.2%	3.1%	0.6%
AGE	0-17	14.1%	16.4%	0%	100.0%	1.6%	1.0%
	18-49	81.8%	79.7%	97.5%	0%	95.2%	93.6%
	50+	4.1%	3.9%	2.5%	0%	3.2%	5.4%

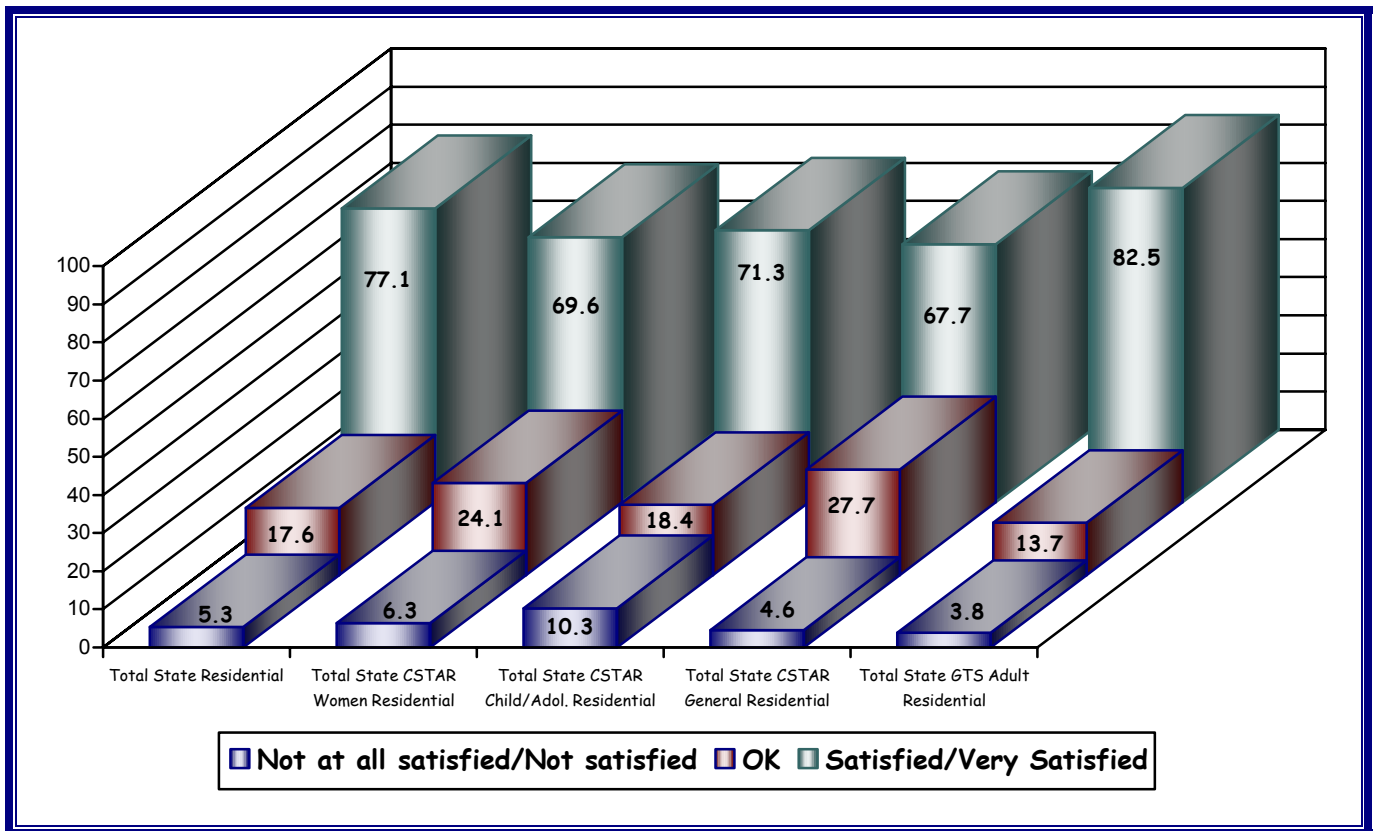
^a The Total Served represents demographics based on the number of people served in April 2000 according to DMH billing records.

Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

	Number Served April 2000	Number Forms Returned	Percent of Served Returned
Total ADA Residential	1446	562	38.9%
CSTAR Women/Children	297	82	27.6%
CSTAR Child/Adolescent	184	87	47.3%
CSTAR General	171	66	38.6%
GTS Adult	794	327	41.2%

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 77.1% of the individuals served by the Division of Alcohol and Drug Abuse Residential program were "satisfied" or "very satisfied" with their services.
- Consumers in the Adult Residential programs were the most satisfied with services (82.5%). Those in the CSTAR General Residential programs were the least satisfied with services (67.7%)

Satisfaction with Services

How satisfied are you . . .	Total State	CSTAR Women/ Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult
with the staff who serve you?	4.16 (546)	4.01 (80)	3.91 (87)	3.95 (61)	4.31 (318)
with how much your staff know about how to get things done?	4.00 (545)	3.84 (80)	3.87 (87)	3.68 (63)	4.15 (315)
with how staff keep things about you and your life confidential?	4.20 (548)	4.18 (80)	3.93 (86)	4.00 (64)	4.33 (318)
that your treatment plan has what you want in it?	4.10 (542)	4.00 (79)	3.94 (87)	3.92 (63)	4.20 (313)
that your treatment plan is being followed by those who assist you?	4.19 (543)	4.04 (78)	4.06 (87)	4.09 (64)	4.28 (314)
that the agency staff respect your ethnic and cultural background?	4.27 (530)	4.20 (75)	4.17 (86)	4.17 (64)	4.33 (305)
with the services that you receive?	4.14 (546)	3.96 (79)	3.97 (87)	3.98 (65)	4.26 (315)
that the staff treats you with respect, courtesy, caring and kindness?	4.07 (548)	3.86 (80)	3.80 (86)	3.89 (63)	4.23 (319)
that the environment is clean and comfortable?	4.10 (547)	3.73 (80)	3.92 (86)	3.76 (62)	4.31 (319)
with opportunities for exercise and relaxation?	3.51 (537)	3.04 (79)	3.52 (86)	3.03 (62)	3.72 (310)
that the meals are good, nutritious and in sufficient amounts?	3.81 (528)	3.16 (80)	3.69 (87)	3.42 (64)	4.10 (297)
with the childcare provided by the agency?	3.98 (43)	3.98 (43)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.					

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Residential programs were satisfied overall with the services they received. All but three mean ratings were above a 4.00 ("satisfied").
- Divisionwide, the highest rating was that the agency staff respected the ethnic and cultural background of the consumer (mean of 4.27).
- Divisionwide, the lowest rating was with opportunities for exercise and relaxation (mean of 3.51).

Satisfaction with Quality of Life

How satisfied are you . . .	Total State	CSTAR Women/ Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult
with how you spend your day?	3.56 (544)	3.42 (79)	3.24 (87)	3.38 (64)	3.72 (314)
with where you live?	3.79 (541)	3.67 (78)	3.80 (87)	3.53 (64)	3.86 (312)
with the amount of choices you have in your life?	3.67 (544)	3.54 (78)	3.32 (87)	3.63 (64)	3.80 (315)
with the opportunities/chances you have to make friends?	3.97 (544)	3.96 (78)	3.92 (87)	3.78 (64)	4.02 (315)
with your general health care?	3.82 (533)	3.62 (78)	3.70 (81)	3.75 (64)	3.92 (310)
with what you do during your free time?	3.60 (538)	3.46 (78)	3.50 (86)	3.40 (62)	3.70 (312)
How safe do you feel...					
in this facility?	4.25 (547)	4.37 (79)	4.12 (86)	3.86 (64)	4.34 (318)
in your home?	4.19 (530)	4.25 (73)	4.17 (87)	4.16 (62)	4.19 (308)
in your neighborhood?	3.96 (532)	3.99 (71)	3.91 (87)	3.78 (63)	4.01 (311)
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>					

Some of the key findings were:

- The quality of life ratings were significantly below the service ratings.
- The highest quality of life rating, divisionwide, was for safety in the facility (mean of 4.25).
- The lowest quality of life rating, divisionwide, was with how they spend their day (mean of 3.56).

Comparison by Gender in a Residential Setting

A comparison was made between the responses of the male and female consumers to the satisfaction survey items. The males were significantly more satisfied with the services they received. They were also more satisfied with their environment, meals and with the amount of choices in their lives.

How satisfied are you...	Sex		Significance
	Male	Female	
with the staff who serve you?	4.24 (353)	4.04 (183)	F(1,535)=6.17, p=.013
with how much your staff know how to get things done?	4.07 (351)	3.90 (184)	F(1,534)=3.93, p=.048
with how staff keep things about you and your life confidential?	4.27 (355)	4.09 (183)	F(1,537)=4.05, p=.045
with the services you receive?	4.22 (352)	4.02 (184)	F(1,535)=5.44, p=.020
that the staff treats you with respect, courtesy, caring, and kindness?	4.16 (353)	3.90 (184)	F(1,536)=8.37, p=.004
that the environment is clean and comfortable?	4.22 (351)	3.89 (185)	F(1,535)=14.85, p<.001
with the opportunities for exercise and relaxation?	3.62 (347)	3.28 (180)	F(1,526)=8.93, p=.003
that the meals are good, nutritious and in sufficient amounts?	4.01 (340)	3.42 (178)	F(1,517)=35.06, p<.001
with the amount of choices you have?	3.75 (353)	3.53 (180)	F(1,532)=5.00, p=.026
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

Comparison of Racial/Ethnic Background in a Residential Setting

There were only three items that showed significant differences between the racial and ethnic backgrounds. For each of these, Caucasians were significantly more satisfied. These items were how staff kept things about them and their lives confidential and how safe they felt in the facility and neighborhood.

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
with how staff keep things about you and your life confidential?	4.25 (424)	4.14 (81)	4.31 (13)	3.83 (6)	3.00 (5)	F(4,528)=2.39, p=.050
with how safe you feel in this facility?	4.30 (426)	4.15 (80)	3.85 (13)	3.83 (6)	3.40 (5)	F(4,529)=2.83, p=.024
with how safe you feel in your neighborhood?(a)	4.06 (414)	3.54 (78)	4.08 (13)	3.50 (6)	2.50 (4)	F(4,514)=5.84, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less.</i> (a) Interaction between White and Black.</p>						

Comparison by Age in a Residential Setting

Comparisons were made based on three age groupings: (1) Youth under 18 years of age; (2) Adults from 18 to 49 years of age; and (3) Adults age 50 and over. Eight satisfaction items showed significant differences among the age groupings. In each case, it was the adults who were the most satisfied both with services and the quality of their life.

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you?(a, b)	3.92 (89)	4.20 (420)	4.57 (21)	F(2,529)=6.12, p=.002
with how staff keep things about you and your life confidential?(a)	3.93 (88)	4.26 (423)	4.43 (21)	F(2,531)=4.54, p=.011
with the services you receive?	3.93 (89)	4.17 (419)	4.38 (21)	F(2,528)=3.07, p=.047
that the staff treats you with respect, courtesy, caring, and kindness?(a, b)	3.78 (88)	4.11 (422)	4.52 (21)	F(2,530)=5.93, p=.003
that the environment is clean and comfortable?(b)	3.88 (88)	4.13 (422)	4.52 (21)	F(2,530)=4.71, p=.009
with how you spend your day?(a)	3.21 (89)	3.63 (420)	3.74 (19)	F(2,527)=6.64, p=.001
with the amount of choices you have?(a, b)	3.33 (89)	3.73 (418)	4.05 (20)	F(2,526)=6.62, p=.001
with what you do in your free time?(b, c)	3.50 (88)	3.59 (415)	4.40 (20)	F(2,522)=5.70, p=.004
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. Scheffe Post-Hoc significance at .05 or less (a) Interaction between ages 0-17 and 18-49. (b) Interaction between ages 0-17 and 50+. (c) Interaction between ages 18-49 and 50+.</p>				

Comparison by Current Living Situation

A comparison was made based on the current living situation of the consumer. There were only three quality of life items that showed significant differences. Those in the group home were most satisfied with where they lived. Those in independent settings were the most satisfied with how safe they felt in their home/agency. Those in group settings were most satisfied with the safety of their neighborhood. It should be noted that there were only eight respondents in the group home category.

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Other	Significance
with where you live?	3.78 (222)	4.38 (8)	3.83 (168)	3.13 (23)	3.94 (18)	F(4,438)=3.13, p=.015
with how safe you feel in your home/agency?(a, b, c, d, e)	4.41 (227)	4.38 (8)	4.02 (162)	2.93 (15)	4.13 (16)	F(4,427)=10.39, p<.001
with how safe you feel in the neighborhood?(a, b)	4.17 (225)	4.38 (8)	3.82 (163)	3.06 (18)	3.71 (17)	F(4,430)=6.50, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. Scheffe Post-Hoc significance at .05 or less (a) Interaction between Independent and RTF. (b) Interaction between Independent and Homeless. (c) Interaction between Homeless and Group Home. (d) Interaction between Homeless and RTF. (e) Interaction between Homeless and Other.</p>						

Comparison Across Programs

A comparison was made across the different residential programs of the Division of Alcohol and Drug Abuse. The participants in the GTS Adult program were the most satisfied with their services and with their quality of life.

How satisfied are you...	CSTAR Women/ Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	Significance
with the staff who serve you?(d, e)	4.01 (80)	3.91 (87)	3.95 (61)	4.31 (318)	F(3,545)=7.54, p<.001
with how much your staff know how to get things done?(e)	3.84 (80)	3.87 (87)	3.68 (63)	4.15 (315)	F(3,544)=6.68, p<.001
with how staff keep things about you and your life confidential?(d)	4.18 (80)	3.93 (86)	4.00 (64)	4.33 (318)	F(3,547)=4.87, p=.002
that your treatment plan has what you want on it?	4.00 (79)	3.94 (87)	3.92 (63)	4.20 (313)	F(3,541)=3.11, p=.026
that the treatment plan is being followed by those who assist you?	4.04 (78)	4.06 (87)	4.09 (64)	4.28 (314)	F(3,542)=2.78, p=.041
with the services you receive?	3.96 (79)	3.97 (87)	3.98 (65)	4.26 (315)	F(3,545)=4.39, p=.005
that the staff treats you with respect, courtesy, caring, and kindness?(c, d)	3.86 (80)	3.80 (86)	3.89 (63)	4.23 (319)	F(3,547)=6.38, p<.001
that the environment is clean and comfortable?(c, d, e)	3.73 (80)	3.92 (86)	3.76 (62)	4.31 (319)	F(3,546)=13.68, p<.001
with the opportunities for exercise and relaxation?(c, e)	3.04 (79)	3.52 (86)	3.03 (62)	3.72 (310)	F(3,536)=10.65, p<.001
that the meals are good, nutritious, and in sufficient amounts?(a, c, d, e)	3.16 (80)	3.69 (87)	3.42 (64)	4.10 (297)	F(3,527)=20.59, p<.001
with how you spend your day?(d)	3.42 (79)	3.24 (87)	3.38 (64)	3.72 (314)	F(3,543)=6.82, p<.001
with the amount of choices you have?(d)	3.54 (78)	3.32 (87)	3.63 (64)	3.80 (315)	F(3,543)=5.19, p=.002
with how safe you feel in this facility?(b, e)	4.37 (79)	4.12 (86)	3.86 (64)	4.34 (318)	F(3,546)=6.69, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p> <p><i>Scheffe Post-Hoc significance at .05 or less</i></p> <p>(a) Interaction between CSTAR Women/Children and CSTAR Child/Adolescent. (b) Interaction between CSTAR Women/Children and CSTAR General. (c) Interaction between CSTAR Women/Children and GTS Adult. (d) Interaction between CSTAR Child/Adolescent and GTS Adult. (e) Interaction between CSTAR General and GTS Adult.</p>					

ADA Residential Subjectives

What Like Best About the Program:

The consumers of the Residential Division of Alcohol and Drug Abuse program mentioned many aspects of the program that they liked best. These ranged from general to specific comments. Some of the salient comments have been summarized below:

Staff:

Many of the respondents reported that the staff was the best aspect of the program. The staff was seen as caring, *The counselor cares a lot about us and he has an answer for all of our questions. He wants every one of us to reach our goal and get through the class, and I feel the counselors care about each individual person.* They were interested in the recovery of each person. *For the most part they all seemed interested in me and my recovery.* Staff were perceived as understanding. *That they understood my problem and helped me a lot with it.* The knowledge of the staff about alcohol and drugs impressed one consumer. *The staff were both knowledgeable and professional.* The frankness helped some respondents. *My counselor really cared about me. She didn't tell me what I wanted to hear she told me the truth. She was there even when I had something stupid to say.*

Communication:

The individuals who responded to the survey felt that they had a chance to talk with the staff. Communication channels were open. *That I actually have a chance to speak one-on-one with a counselor and that other people are really trying to work their program.* One person liked *that I could express my own opinion.* For another, *I like it when staff talk to me about personal problems I have.*

Knowledge Gained:

The consumers saw a gain in information about alcohol and drugs. *The chances to learn things I normally would not of had the chance to learn.* They liked to *learn to cope with my disease.* For one, *the information about my disease and the help I received in dealing with it* was the best part of the program. This knowledge gave one person *the tools to use in continued recovery after I complete the program.*

Environment:

The treatment environment was seen as drug free. The consumers liked *to live in a safe drug free facility.* They liked *the chance to work out my problems and my withdrawal with no chance of getting alcohol.* The environment was also seen as comfortable *the relaxed and open environment* and *The environment and attention that the program is set in.*

Interaction with Others:

The interaction with others can often be positive in a drug treatment program, especially in a residential program. Some saw the *input from other group members* as aiding in their recovery. *The group therapy and feedback from peers* was part of this. For one person, *I like the discussions with the groups for it helps me to find out what is really bothering me.*

What Could Be Improved:

As with most programs, some participants recommended some improvements that could be made. These have been summarized below:

More Staff and Better Facilities:

Some of the respondents saw a need for more staff (*more support staff; more counselors*) and that they be certified (*more staff being certified*). They also noted a need for better facilities *More bed space is needed for the demand of females looking for somewhere to go and receive treatment.* For another *Get a facility that doesn't smell bad. It's in the walls and floor.* One person *had to wait for a bed for two months.*

More Recreation and Outings:

A need was stated for more recreation and outings. These included *more exercise recreation and outside trips.* Just getting outdoors was a suggestion. *We need to be able to go outside more for free time plus need to get out to outside meetings more.* Another similar recommendation was *Let us take some walks around here. It's beautiful here. More outside functions.*

Food and Diet:

There were several requests about the food and diet. These included: *(1) snacks improved, more juices, more variety of food; (2) Kitchen food needs help; (3) Better food for diabetics; (4) Special diet requested wasn't done; and (5) Better diet.*

Rules:

For some participants, the rules were an issue. They saw the rules as changing. *Stop changing rules on a daily basis.* They also saw the staff not abiding by the rules. *Have one set of rules on paper and have all staff stick to it. Don't have one staff member interpret the rules to mean one thing and another staff member have it mean a whole different thing.*

Smoking:

Some respondents wanted more opportunity to smoke: *Getting to smoke whenever I want. Maybe they need to build a smoking room.* Another wanted a smoking area.

Therapy:

There were some suggestions about the therapy that was conducted in the residential treatment facilities:

- *Better classes structured more about recovery;*
- *Worry more about drug issues, instead of behavior issues;*
- *There needs to be more intervention from staff when there is discord among clients. Often little disagreements turn into big verbal fights. Many of us do not know how to manage these situations and we need someone to step in.*
- *More therapeutic classes for venting stress and anger.*
- *More one-on-one instead of so much group. I feel the staff would break you down than build you up.*
- *More one-on-one.*